



Governor's Office of Storm Recovery

ANDREW M. CUOMO
Governor

LISA BOVA-HIATT
Executive Director

Governor's Office of Storm Recovery (GOSR)

Job Title: Master Administrator

Department: Organizational Systems and Performance

Location: NYC

Organization Summary

Established in June 2013 following the occurrence of Hurricane Irene, Tropical Storm Lee, and Superstorm Sandy, the Governor's Office of Storm Recovery (GOSR) centralizes recovery and rebuilding efforts in impacted areas of New York State. GOSR aims to address communities' most urgent needs, while encouraging the identification of innovative and enduring solutions to strengthen the State's infrastructure and critical systems. Operating under the umbrella of New York Rising, GOSR utilizes approximately \$4.4 billion in flexible funding made available by the U.S. Department of Housing & Urban Development (HUD) Community Development Block Grant Disaster Recovery (CDBG-DR) program to concentrate aid to four main areas—Housing Recovery, Small Business, Community Reconstruction and Infrastructure.

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Position Summary

The Organizational Systems & Performance (OS&P) team provides shared services for the Governor's Office of Storm Recovery (GOSR). Specifically, the OSP team:

- Proactively develops, maintains, and oversees software applications that align with GOSR's strategic business needs, revenue goals, and cross functional operational requirements
- Contributes to business process optimization by aligning information systems strategic plan with business demands, by thoroughly assessing current state, by better utilizing existing assets, and following best practices, standards, and processes

This position will be responsible for overseeing the timely delivery of quality technical support services to GOSR's clients, these may be NYS employees or external clients such as contractors and/or vendors working for GOSR. Responsible for providing technical assistance and support related to GOSR systems portfolio which includes web and desktop apps, databases and drives, as well as SharePoint 2010 and Office 365. Responds to requests for system access and ensures compliance with GOSR's access management and security protocols. There are opportunities for growth in this position (i.e., learning project management/business analysis and the potential to work on technology projects).

Responsibilities include but are not limited to:

- Manages user accounts, permissions, and access controls for various systems.
- Performs regular system monitoring and issue remediation.
- Responds to telephone or email queries for clients seeking help related to OSP systems and software in a timely fashion.
- Serves as main point of contact for all systems access requests (i.e., onboarding, modifications, offboarding) and provisions users based on OSP standard operating procedures.

- Liaises with NYS Information Technology Services (ITS) in Albany to respond to general and special requests related to database access, OSP infrastructure, etc. and tracks pending IT Service Management tickets through completion.
- Manages monthly user access protocol for all GOSR vendors and reconciles user lists across designated systems.
- Develops and maintains Administrator documentation in relation to all OSP systems.
- Other duties as assigned.

Qualifications

- A college degree in computer science, information systems, information technology or other related field or an equivalent combination of education and experience
- Previous experience working within a technology department/team preferred
- Demonstrated ability to document processes and procedures
- Strong self-starter with the ability to diagnose and solve problems in a complex environment
- Strong oral and written communication, as well as interpersonal and leadership skills
- Solid data analysis skills
- Expertise in MS Excel, Access, Word, PowerPoint, Visio and Project
- Familiarity with SharePoint 2007/2010 and Office 365
- Experience with MS SQL 2008/2012 a plus

If interested:

All candidates must submit a resume to StormRecoveryJobs@stormrecovery.ny.gov. Please include the name of the position that you are applying for in the subject line. We cannot interpret omissions or vagueness in your favor. You are responsible for an accurate and clear description of your training, work experience, and how you meet the qualifications of the position you are applying for. Please set forth all relevant employment history, including the name of each employer, dates of employment and titles held. Be sure to describe the nature of the work that you personally performed for each position held. If you had supervisory responsibilities, state how many people you supervised and the nature of such supervision.

The Governor's Office of Storm Recovery is an Equal Employment Opportunity employer committed to excellence and diversity. All qualified candidates are encouraged to apply.